**The French Connection**

**Parent Handbook**

**Updated: May 12th, 2024**

Table of Contents

[Contact Information 5](#_Toc50716850)

[Programs 6](#_Toc50716851)

[Preschool 6](#_Toc50716852)

[After School Care - Full-Day Kindergarten 7](#_Toc50716853)

[After School Care - Grade 1 to Grade 6 7](#_Toc50716854)

[Staff 8](#_Toc50716856)

[Governance 10](#_Toc50716857)

[Parental Involvement 11](#_Toc50716858)

[Program Statement 12](#_Toc50716859)

[Philosophy (Goals) 12](#_Toc50716860)

[Our Strategy 12](#_Toc50716861)

[Review and Acknowledgement Sign-Off 16](#_Toc50716862)

[Admission and Withdrawal Policy 17](#_Toc50716863)

[Program Waitlists 17](#_Toc50716864)

[Waitlist Management Procedures 17](#_Toc50716865)

[Waitlist Priority 18](#_Toc50716866)

[Enrollment 19](#_Toc50716867)

[Underage Admission 19](#_Toc50716868)

[Fees 19](#_Toc50716869)

[Re-Enrollment 20](#_Toc50716870)

[Special Needs Inclusion 20](#_Toc50716871)

[Withdrawal 21](#_Toc50716872)

[Voluntary Withdrawal 21](#_Toc50716873)

[Mandatory Withdrawal 22](#_Toc50716874)

[Operations 24](#_Toc50716875)

[Days/Hours of Operation 24](#_Toc50716876)

[Arrival & Departure 25](#_Toc50716877)

[Late Pickup Policy 25](#_Toc50716878)

[Absences 26](#_Toc50716879)

[Food 27](#_Toc50716880)

[Outdoor Play 28](#_Toc50716881)

[Sleep Policy 29](#_Toc50716882)

[Field Trips 30](#_Toc50716883)

[Clothing and Personal Belongings 30](#_Toc50716884)

[Emergency Preparedness 31](#_Toc50716885)

[Fire Drills 31](#_Toc50716886)

[Storm Closures 31](#_Toc50716887)

[Evacuation Emergencies 32](#_Toc50716888)

[Health Policies 35](#_Toc50716889)

[Immunization 35](#_Toc50716890)

[Allergies, Anaphylaxis, Serious Medical Conditions 37](#_Toc50716891)

[Policy for Management of Life-Threatening Allergies 39](#_Toc50716892)

[Illness 41](#_Toc50716893)

[Key Criteria for Exclusion and Return 42](#_Toc50716894)

[Lice Policy 44](#_Toc50716895)

[Medication Policy 45](#_Toc50716896)

[Medical Emergencies (illness or accident) 47](#_Toc50716897)

[Smoke-Free Centre 48](#_Toc50716898)

[Rules of Conduct 49](#_Toc50716899)

[Prohibited Practices 49](#_Toc50716900)

[Resolving Differences Among Staff and Parents 50](#_Toc50716901)

[Confidentiality 51](#_Toc50716902)

[Conduct 51](#_Toc50716903)

[Parent Issues and Concerns Procedures 51](#_Toc50716904)

[Concerns about the Suspected Abuse or Neglect of a child 53](#_Toc50716905)

[Child Abuse 54](#_Toc50716906)

[Serious Occurrence Policy 55](#_Toc50716907)

[Identification of Serious Occurrences 55](#_Toc50716908)

[Response to Serious Occurrences 55](#_Toc50716909)

[Reporting Serious Occurrences 57](#_Toc50716910)

[Posting Serious Occurrences 58](#_Toc50716911)

[Follow-up for all Serious Occurrences 59](#_Toc50716912)

[Annual Summary and Analysis Report 60](#_Toc50716913)

[Training and Revision 62](#_Toc50716914)

[Appendices 64](#_Toc50716915)

[Appendix 1. Ontario’s Publicly Funded Immunization Schedule 64](#_Toc50716916)

[Appendix 2. Guidelines for Common Communicable Diseases, Toronto Public Health 65](#_Toc50716917)

[Appendix 3. Additional French Connection Policies & Procedures 66](#_Toc50716918)

[Accessibility Policy for the Customer Service Standard under AODA 66](#_Toc50716919)

[Anti-Discrimination & Anti-Racism 66](#_Toc50716920)

[Behaviour Management Monitoring 66](#_Toc50716921)

[Bullying Prevention 66](#_Toc50716922)

[Child Abuse Reporting 66](#_Toc50716923)

[Code of Conduct / Whistleblower 66](#_Toc50716924)

[Conflict of Interest 66](#_Toc50716925)

[Fire Drill / Evacuation 66](#_Toc50716926)

[Inclusion 66](#_Toc50716927)

[Outdoor Protocol 66](#_Toc50716928)

[Playground Safety 66](#_Toc50716929)

[Safe Drinking Water 66](#_Toc50716930)

[Sanitary Practices 66](#_Toc50716931)

[Staff Workplace Health and Safety 66](#_Toc50716932)

[Sun Safety 66](#_Toc50716933)

[Vulnerable Sector Check 66](#_Toc50716934)

[Workplace Violence and Harassment Policy and Program 66](#_Toc50716935)

[Human Resources Policies 66](#_Toc50716936)

[Toy Cleaning and Disinfection 83](#_Toc50716937)

[Toy Cleaning and Disinfecting Routine 83](#_Toc50716938)

IPAC- COVID-19 Policies…………………………………………………………………………………………..65-90

About The French Connection Child Care Centre

The French Connection Childcare Centre (the “French Connection” or the “Centre”) is an incorporated, not-for-profit, charitable organization, licensed under the Child Care and Early Years Act (CCEYA, which in 2015, replaced the Day Nurseries Act) and administered by the Ministry of Education.

The Centre was established by a group of parents in conjunction with the Toronto Board of Education (now the Toronto District School board, TDSB) in response to a need for before and after school care at John Fisher Public School, a French Immersion school.

The French Connection has operated at John Fisher Public School since September 1992. We provide care for children 30 months – 12 years of age.

## Contact Information

Mailing address:

The French Connection

John Fisher Public School

40 Erskine Avenue

Toronto, Ontario

M4P 1Y2

Telephone: 416 485 1678

E-mail: fcchildcare@gmail.com

Website: <http://www.fcchildcare.ca>

## Programs

The French Connection offers several childcare programs:

* Preschool (Ages 30 months - 4 years)
* Full-Day Kindergarten Before & After School Care
* School Age After School Care (Gr1 through Gr6)

The activities offered by the Centre include:

* Arts and crafts
* Drama
* Sensory experiences
* Gross motor play (indoor & outdoor)
* Cooking
* Science activities
* Variety of games
* Field trips
* Learning circles (Kindergarten groups)
* Lessons – basic math and reading skills (Kindergarten groups)
* Special projects and activities

For each age group, the programming is designed according to Ministry of Education and City of Toronto rules regarding daily requirements for specified activity categories.

The program operates in a French Immersion environment; however, this is subject to the availability of quality bilingual Registered Early Childhood Educators.

### Preschool

As of September 2014, French Connection has offered a preschool program (30 months - 4 years). This is a unique bilingual program in the neighbourhood.

Our preschool program operates year-round (12 months), from 7:30am – 6:00pm,

Monday – Friday, except for the last two weeks of August and statutory holidays.

The Preschoolers are offered a hot lunch every day from “Yummy Catering.” Children entering the preschool program must be potty trained the time they start at French Connection Childcare Centre.

The Centre follows a play-based curriculum, as children learn through play experiences.  Children participate in the planning process, often choosing the activities to be implemented in their classrooms.  Teachers conduct their planning according to the developmental levels of the children in their care and their observations of the children.  The children are encouraged to try a variety of activities.  This program is in French and English. It includes:

* Creative movement and music
* Outdoor play
* Arts and Crafts
* Science
* Cooking
* Dramatic play
* Math experiences
* French Lessons

### Before and After School Care - Kindergarten

The Kindergarten program at French Connection provides great opportunities for discovery and sensory exploration in the time after regular school hours. Children are provided with a variety of activities every day to enhance their social and cognitive skills. The program is child-centered and developmentally appropriate for their learning. French Connection provides a safe and play-based environment for children to do their own exploration.

French Connection offers an opportunity to learn in a fun, safe, and stimulating environment with caring and dedicated professional staff. The kindergarten children also get to cook with the teachers in their room once a week and experience the pleasure of making and tasting a variety of delicious healthy food.

### Before and After School Care - Grade 1 to Grade 6

French Connection has a large school age program that includes arts and crafts, science, sensory, dramatic, cognitive games, literature, construction and gross motor (indoors and outdoors). Specific activities are chosen based on the children’s interests.

The teachers provide science experiments and activities once a week where the children get to explore cause and effect, chemical reactions, etc.

French Connection provides the children with ~30 minutes of homework time each day during which they can receive help from their teachers.

The children also have many opportunities to participate in After 4 Programs that are chosen according to the children’s interests and feedback from the previous school year.

##

## Staff

The French Connection staff consist of a Director and Assistant Director (both registered early childhood educators) along with a team of registered early childhood educators (or equivalent) and support staff. Staff qualifications and ratios of staff to children comply with the *Child Care and Early Years Act:*

 Staff: Children Ratio

Pre-school 1:8

Kindergarten 1:13

Primary/Junior 1:15

Junior 1:20

**Orientation**

All French Connection staff as well as the student teachers and volunteers who regularly work directly with our children have an orientation session, delivered by the Director/Assistant Director or designate that includes:

* Health & immunization check
* Vulnerable Sector Check through Police Services
* First aid & CPR certification
* French Connection's program statement, roles, responsibilities and expectations
* Accessibility for Ontarians with Disabilities Act (AODA)/Customer Service Standard
* Behaviour Management/Behaviour Management Monitoring
* Training in how to recognize and report child abuse and Serious Occurrences
* Fire Drill/Emergency Evacuation training and practice
* Heath and Safety
* Management of Life Threatening Allergies
* Medication
* Sanitary Practices
* French Connection's Non-Disclosure/Confidentiality Agreement
* Workplace Health & Safety (WHMIS) training
* Accessibility for Ontarians with Disabilities Act – customer service sensitivity training

**Supervision of Volunteers and Placement Students**

From time to time, the French Connection works with volunteers and placement students. Volunteers and placement students are not permitted direct unsupervised access to the children; they are at all times supervised by a staff member of The French Connection. All volunteers and students in the program must undergo a criminal reference check. Volunteers and placement students are not counted towards staffing ratios.

No child may be supervised by a person under the age of eighteen years old. The Director will review the Behaviour Management Policy with all volunteers and placement students before they begin providing care at the centre and annually afterwards.

The Director will be responsible for monitoring the behaviour management practices of all volunteers and placement students.

**Staff Support**

The French Connection recognizes that its staff plays an important role in the day-to-day care and education of the children. In recognition of this role, The French Connection endeavours to support staff through its policies and procedures in a number of important ways. These include:

* Short term enhanced child/staff ratios
* Time to research and develop resources for the benefit of the children
* Time to meet with professional consultants and specialists
* Time to visit other sites
* Time to attend workshops and courses

##

## Governance

The French Connection is a not-for-profit charitable organization governed by a volunteer ten-member Board of Directors comprised of parents of children at the Centre as well as members of the community. The French Connection Director sits on the board as a non-voting member.

The following are general areas of responsibility of the Board of Directors in its oversight of the Centre:

* Decisions concerning the philosophy and policies of the Centre
* Periodic evaluation of the program
* Decisions concerning the hiring, performance appraisal, disciplining, and dismissal of staff
* Decisions concerning staff salaries and terms and conditions of employment
* Decisions concerning registration and fee structure
* Establishing and monitoring the budget
* Management of revenue
* Resolution of contentious issues involving staff, or parents and staff, where the Director requires consultation

The French Connection holds an Annual General Meeting in October, during which the parent body votes in new members, the treasurer presents the annual audit and the President of the board gives an overall report for the year. This meeting is open to all French Connection parents. General parent meetings may also be called as needed.

Board of Director meetings take place usually once a month or as needs dictate. Any parent may make a written submission on any matter pertaining to the Centre at any time for consideration by and reply from the board.

The Director works closely with the board regarding all aspects of the Centre’s management and attends all board meetings. Should you have any questions or concerns about your child, please do not hesitate to contact the Director. Policies are posted for review in all childcare rooms and in the childcare office.

## Parental Involvement

Parents are welcome to observe the ongoing activities of the Centre throughout the year. During the first few days at the Centre, parents should be prepared to stay with their child, if needed, as this will assist in providing a smooth transition for the child.

There are many areas where parents can assist at the Centre. These include helping out at special events, donating funds or needed items and participating on the Board of Directors, to mention a few. Parents with particular talents or interests may be invited to share them with the children. Please feel welcome to contact the staff if you are interested in any volunteer activities. It is important to bear in mind that the childcare is run by a volunteer Board of Directors consisting of parents and community members. The childcare Director sits on the board as non-voting ex-officio member.

One very important aspect of parental involvement is communication with the staff about their child. It helps the staff if parents take a few minutes at the beginning or at the end of the day to let them know of any special or unusual events that may have an impact on their child. Also, the staff will want to let the parents know of any highlights or upsets that have occurred during the child’s day.

#  Program Statement

Updated-August 2017

## Philosophy (Goals)

French Connection Childcare believes that children are competent, capable and curious, and have great potential. The goal of childcare is to support positive and responsive interactions among the children, parents and educators. Partnership between families and the centre is essential for the optimal growth and development of young children. We welcome ongoing discussions with parents and caregivers about their child’s progress – social, emotional, cognitive – and their daily life at the centre. Our educators are knowledgeable, empathic, skilled, and caring which provides a curriculum based on ongoing observation of the children’s play and interactions which correlates into strong childcare. We plan for a creative, positive and nurturing environment in which children’s play is fostered through exploration and inquiry. This approach facilitates positive learning, skill development, and self-regulation. This includes children’s play, health and well-being both indoors and outdoors. The educators at French Connection Childcare have an ongoing commitment to professional growth and learning through workshops, observations, and reflection.

We strive to provide a stimulating program that offers services to children, families, and the community, within the framework of the Child Care and Early Years Act and ideologies in Ontario’s Pedagogy for the Early Years

 “How Does Learning Happen”. Our curriculum is organized around the following 5 areas of development: (i) physical (gross and fine motor); (ii) social (awareness, respect, ability to share and cooperate); (iii) communication (verbal and non-verbal); (iv) self-esteem (self-awareness and positive self-image); (v) cognitive (comprehension, problem solving, and skill acquisition). Our educators provide parents and families with the opportunity to discuss their child’s progress through on-going discussions, and parent meetings if necessary or requested. If there are any problems or concerns regarding your child, your child’s educators will discuss it with you so that we are all working together. Our educators are continuously capturing and documenting your child’s learning and incorporating it into their practice. At French Connection Childcare, our goal is to help foster anti-racist views and avoid gender bias values, attitudes, and practices. Our programs and activities reflect the ethno-cultural diversity of Toronto and promote respect and appreciation of differences through an inclusive, enriched environment that respects children’s beliefs, culture, language and experiences.

## Our Strategy

Our strategies to achieve our program statement are guided by the work done on Ontario’s Pedagogy for the Early Years (“How Does Learning Happen”). We understand that learning and development happens within the context of relationships among children, families, educators, and their environments. We understand that for children to grow and flourish, the four following foundational conditions need to exist:

* A sense of Belonging
* A sense of Well-Being
* Opportunities and support for Engagement, and
* Opportunities and support for Expression

We will adopt the following 11 goals to create these conditions:

***Goal 1: Promote the Health, Safety, Nutrition and Well-Being of the children***

Our approach:

As a licensed child care operator, the Centre strives to meet and exceed all health and safety requirements of the Ministry of Education and Toronto Public Health. The Centre follows the Toronto Public Health guidelines for sanitary practices, including proper hand washing routines, which are reviewed frequently with the staff. The staff ensure the environment is clean and sanitary at all times. Toys are cleaned and disinfected according to set schedules and at any other time when a toy has been in a child’s mouth. Preschool sheets are removed from the cots and sent home for parents to wash on a weekly basis or when soiled. Cots are sanitized with a bleach and water solution on a weekly basis or when soiled. When the sheets are removed, the cots are sanitized with bleach and water solution.

In accordance with Ministry requirements, all staff at the Centre are certified in Standard First Aid and CPR-C (adult, child & infant). All staff are also trained for using Epi Pens. Each child with a medical condition or an anaphylactic allergy must have an Individual Action Plan that the parent or guardian complete prior to enrollment and each year following. This plan is reviewed by all staff on an annual basis or when changes have been made. All plans are posted in the child’s classroom for ease of reference by all staff.

The Centre offers snacks for FDK and School Age program and out sources hot lunches for the preschoolers from a catering company. “Yummy Catering” collaborates with a registered dietician to develop standard menus for all of our programs that are both nutritious and appealing for children. Our menus follow Canada’s Food Guide, and menus are posted in each room. We accommodate dietary, Gluten Free, cultural or religious food requirements for children in our Centre.

Our safe and nurturing environment supports the children with the development of a strong sense of self. We recognize that early experiences have an impact on brain development effecting mental health and well-being. Children thrive on consistency and continuity as well as support for independence and self-care.

***Goal 2: Support positive and responsive interactions among the children, parents, child care providers and staff***

Our approach:

Staff greet the parents and children each day on arrival and departure and share information pertaining to the child through verbal and/or written communication. Documentation and observations are available for parents to see what is happening during their child’s time at the Centre.

Staff practice and encourage inclusive and positive interactions. Play materials and areas are not gender defined, rather all children are encouraged to experience all areas of the room. We strive to foster an atmosphere of inclusion, cooperation, sharing and friendliness. This behaviour is modelled by staff interactions with one another, children and parents.

Staff encourage self-help skills. Because we view the child as capable we provide every child the opportunity to develop their potential. This means the staff will encourage children to do as much for themselves as possible without becoming frustrated or putting the child at risk. Staff will also encourage children to help one another. Staff use positive language and model positive behaviour when interacting with the children and adults. Staff guide behaviour by being responsive and encourage children to be more aware of the effects of their actions.

***Goal 3: Encourage the children to interact and communicate in a positive way and support their ability to self-regulate***

Our approach:

Staff model positive behaviour and language at all times when talking with children and other adults. Staff work to help children develop communication and problem solving skills such that they become competent in using these strategies on a daily basis.

The staff strive to create an environment where every child feels not only safe and supported but is able to recognize their emotions and be encouraged to practice self-regulation calmly and effectively.

***Goal 4: Foster the children’s exploration, play and inquiry***

Our approach:

Children show their interests in a variety of ways during the time they are at the Centre. The staff discover these interests by observing, listening, talking to the children and documenting interactions. Using the four foundations of *How Does Learning Happen?* (Belonging, Well-Being, Engagement and Expression) the staff create an environment that allows the children to explore using their natural curiosity and enthusiasm. As stated in the document research has shown “that children learn best when they are fully engaged in active exploration, play, and inquiry.”

 ***Goal 5: Provide child-initiated and adult-supported experiences***

Our approach:

Building and reflecting on documentation, the staff note the children’s current interests. Children are more engaged if their ideas are valued. We acknowledge that children’s learning is enhanced when educators are co-learners and both staff and children participate in planning the program, setting up materials and creating experiences to expand and extend the children’s knowledge.

***Goal 6: Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported***

Our approach:

The staff follow the children’s lead in creating an environment that is rich in opportunity for exploration and discovery. From regular observations of the children’s activities and interactions, the program is created to engage children and assist developing skills regardless of level. Alterations are made to the environment and program as the children’s interests and developmental needs change.

***Goal 7: Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care***

Our approach:

French Connection strives to provide safe indoor and outdoor environments that promote creative, constructive and inquiry based play for children at our centre.

To help achieve this goal, all rooms are required to follow the requirements of the *Child Care and Early Years Act 2014*. Our preschool program includes at least 2 hours of outdoor play each day. In case of inclement weather the children have access to the gym for gross motor activities. Our School age and kindergarten program will have 30 minute of outdoor play each day and 2 hours on non-instructional days for school age.

A rest period of 2 hours is offered in *the preschool* program. During sleep time, there will be sufficient light in the room for staff to be able to conduct direct visual checks for any indicators of distress or unusual behaviours from any of the children. Staff will undertake these checks every 20 minutes for the duration of sleep time. If a child does not fall asleep after 20 minutes of being on their cot, he or she will be asked if they prefer to be engaged in an activity. The room has sufficient lighting for the children to see the activities they are engaged in.

***Goal 8: Foster the engagement of and ongoing communication with parents about the program and their children***

Our approach:

We work to foster a positive relationships with parents to build a connection between home and childcare. Through phone calls, notes, emails and documentation we keep the parents up-to-date of their child’s development and interests. We invite parents to join the program in various ways including coming in for story time, contributing in room journals or leading a cooking activity.

In addition to the daily interaction with the staff, we offer opportunities for parent feedback and involvement such as surveys and family events. We use parent input to improve our programs and services.

Monthly newsletters are emailed to all parents and posted in each classroom as well as any notices that may be necessary is communicated through e-mail. Parents are also encouraged to join the Board of Directors and share their expertise when possible.

***Goal 9: Involve local community partners and allow those partners to support the children, their families and staff***

Our approach:

The centre is located in a strong and thriving community. We enhance our programming by inviting local businesses to build on the children’s interests such as music, art and sport programs. We feel it is important for children to see connections within the community that they live in.

To further support children and their families, the Centre may reach out to the Special Needs Resource Consultant from City of Toronto to assist in setting up and maintaining an appropriate support plan for children with special needs.

***Goal 10: Support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning***

Our approach:

In order to ensure the staff are always kept up to date to the latest developments in the child care field, opportunities are provided to participate in offsite professional development. The Centre also takes in students from within our field in order to complete placements under the supervision and mentorship of one of the Registered Early Childhood Educators in the Centre.

***Goal 11: Document and review the impact of strategies set out in goals 1 to 10 on the children and their families***

Our approach:

The Centre uses documentation and reflection to continually evaluate the program and ensure that it meets the needs of the children, parents and the community it serves.

Staff are monitored on regular basis to ensure the Program Statement goals are followed.

## Review and Acknowledgement Sign-Off

**This Program Statement Implementation policy will be reviewed by the licensee on an annual basis and or when any changes are made.  All staff, students or volunteers will review the policy prior to commencement of employment or educational placement, annually thereafter or when changes are made.  A record of this review will be dated and signed by the staff member, student or volunteer and the person who is conducting the review.  This record will be kept for 3 years.**

# Admission and Withdrawal Policy

Updated September 2018

## Program Waitlists

The French Connection is aware of the shortage of childcare spaces in the community that it serves, as well as the frequent long waiting period to gain access to the Centre’s childcare service. For this reason, the French Connection has worked to develop waitlist, admission and withdrawal policies and practices that are transparent, fair and consistent.

The French Connection has developed and maintains separate waitlists for each of its child care programs and, subject to the rules below, these waitlists determine whether families will be offered a space at the Centre.

The waitlists for the different childcare programs offered by the French Connection operate independently and parents are advised to submit applications for each program they wish their child to attend. Although priority is given to children already enrolled in the French Connection, registration in one program does not guarantee a spot in the subsequent level (*i.e.*, admission to the Preschool Program does not guarantee admission in the Full-Day Kindergarten Before & After-School Program and admission in the Full-Day Kindergarten Before & After-School Program does not guarantee admission in the School Age Before & After School Care Program). Admission to each level of the French Connection’s childcare program is contingent on the availability of a space on the applicable waiting list.

To gain access to the waitlists, families must submit a completed application form. Copies of the French Connection application form may be obtained in person at John Fisher Public School or electronically on the French Connection’s website (<http://www.fcchildcare.ca>).

### Waitlist Management Procedures

The Director of the French Connection maintains a waiting list for each of the childcare programs offered by the Centre. Each waitlist is a numbered list administered in accordance with the following rules:

1. A child’s name is added to the waitlist in order based on the date the Director received the completed registration form.
2. The date of registration on the waitlist reflects the date the registration form is received by the Director.
3. A child’s space on the waitlist is not transferable to another family.
4. When a space becomes available, the Director offers the family of the child whose name is at the top of the waitlist a space in the childcare program (subject to the priority rules set out below) by telephone at the number provided on the registration form. It is the responsibility of the parents to call or e-mail the Director of the French Connection if their contact information changes for any reason.
5. A family that is offered a space in the Centre has 48 hours to accept the offer.
6. A family that accepts the offer must complete the registration package and pay a non-refundable deposit equal to one month’s childcare fees as a condition of acceptance (within the 48-hour acceptance window). The deposit is applied toward the fees for the last month that the child is enrolled in the Centre for that academic year.
7. If the family declines the offer, or fails to respond within 48 hours, then the space is offered to the family of the child whose name is next on the waitlist (subject to the priority rules set out below). In such cases, the child’s name is also moved to the bottom of the applicable waitlist.

### Waitlist Priority

When a space becomes available, families are offered a space in the French Connection’s childcare programs on the basis of the applicable waitlist, subject to the following priorities:

1. Siblings of children already attending French Connection whose names are on the applicable waitlist are offered a place in priority to all other children on the waitlist.
2. In the case of the Preschool program, priority is given to children resident within the catchment area of John Fisher Public School (at time of Enrollment) over non-residents.
3. For the Summer Camp Program, priority is given to children attending John Fisher Public School during the school year who enroll for camp by the specified date.

As a result of these priorities, a child’s place on the waitlist is subject to change without notice. For this reason, it is not always possible to accurately predict a child’s likelihood of being offered a space in the childcare program at a date in the future.

## Enrollment

When parents are offered a space for their child at French Connection, they are provided with an Enrollment package including the following documents:

* A copy of The French Connection’s *Parent Handbook* outlining the general policies and practices of the Centre
* A registration package, which parents/guardians must complete as a condition of Enrollment. This includes up-to-date immunization and other health information (see Health section, below).
* A “Permission to Share Information” form that permits the staff at the French Connection and John Fisher Public School to share information about the child

Whenever possible, prior to the child’s start date, a meeting is arranged between the family and the French Connection staff who will be responsible for the child. This allows both the parents and staff members to ask any questions or gather additional information pertinent to the child’s care.

The Centre admits FDK and school age children who attend John Fisher Public School. If a child moves to another school at any time during the school year, the childcare space is withdrawn from the family.

### Underage Admission

The French Connection’s Pre-School Program is open to children who are at least 31 months of age on September 1st of the year they join the Centre. Due to facilities limitations and other challenges, it is not possible for the Centre to admit children under the age of 30 months.

**Canada-Wide Early Learning and Child Care (CWELCC)**

The Canada-Wide Early Learning and Child Care (CWELCC) system supports quality, accessibility, affordability and inclusivity in licensed child care.

The [Canada-Wide Early Learning and Child Care (CWELCC) – Information for Families](https://www.toronto.ca/community-people/employment-social-support/child-family-support/child-care-support/canada-wide-early-learning-child-care-information-for-parents/) page has more information for families about CWELCC.

CWELCC is a five-year plan that is being implemented in stages, to make child care more accessible and affordable. Fees will reduce every year, reaching an average fee of $10/day by 2025-2026.

CWELCC will:

* Create more affordable, quality licensed child care spaces;
* Support the early childhood workforce through enhanced compensation, training, and professional learning opportunities; and
* Improve accessibility by addressing barriers to providing inclusive and flexible child care.

French Connection is pleased to have opted into the program and as a result we reduced our fees 52.75% from the 2022 fee freeze rate as of December 31, 2022.

**Eligible Families**

Your family will receive a reduction in fees if your child is under the age of six, or has turned six before the end of June 2024. Children who turn six years old by the end of June, will be eligible until the end of the month.

**Schedule of fees:**

Preschool monthly fee: $1340 CWELCC: $633.15

Kindergarten blended monthly (**Before and after care & non instructional days**)

$742 CWELCC: $350.60

School age blended monthly fee (**Gr1-Gr 6 before and after care & non instructional days**)

fee: $551

School age before school only (**Early Drop Off**) monthly fee: $367

Kindergarten Summer Camp full day: session 1: July 2-July 26

 $1257.00 CWELCC: $ 663.07

Kindergarten Summer Camp full day session 2: July 29-August 16

 $879.9 CWELCC:$464.15

Deposit upon confirmation of space: One (1) month fee

Late Pick up: $5 for first (5) minutes

$1:00 per minute thereafter

NSF cheque /preauthorized payment: our Bank Charge fee

### Fees

Families are required to provide a 1-month deposit for Preschool, School age, Kindergarten, and early drop off, and a pre-authorized bank withdrawal for all monthly childcare fees for the months from September until June of each year their child is enrolled in the program.

For Kindergarten and School age families the monthly fees is a blended rate that it will include all the non-instructional, days from September to June of each year.

Families will be required to pay an administrative fee to the French Connection for any withdrawal that is rejected by their financial institution for any reason. In a case where a withdrawal has been rejected twice in the same year, the family will be required to provide certified payments for the remainder of the year.

**Families in receipt of a fee subsidy from Toronto Children’s Services**

Please note that your subsidy agreement states that your child can only be absent for **35 days** from January 1st – December 31st, 2024. Also your child cannot be absent for more than 20 days consecutively. If your child is absent more than 35 days or 20 days consecutively you will be required to pay the **full fee** daily rate for any additional days your child is off. Should a child be withdrawn without proper notice to the centre, the child’s family will be responsible for paying the monthly fee.

### Re-Enrollment

Children enrolled in the French Connection’s School Age Before & After School Care Program are entitled to be re-enrolled each year as long as they are registered as students at John Fisher Public School. Parents must confirm the re-Enrollment of their child in the program by completing and submitting the applicable re-Enrollment form. A child is not entitled to be re-enrolled in the program if his or her parent fails to complete the re-Enrollment form by the relevant due date.

## Special Needs Inclusion

The French Connection recognizes that children should be provided with an environment in which to learn, play, develop and grow at their own pace within the group setting.

The French Connection strives to work with our families to ensure that all of the children in our care are supported and their needs met, in the context of the school aftercare. For a child with special needs, this may include adaptation of the environment or routines, such as the development of flexible or alternative programming, or the provision of extra support.

**Application to the French Connection**

For a child with an identified special need, parents are asked to contact the Centre directly before placing the child’s name on the wait list. A meeting will then be arranged to learn about the child’s specific needs and assess whether the Centre may be able to accommodate them. If the child has had previous involvement with another agency, the Centre may request permission to allow sharing of information between the Centre and that agency - in order to inform the assessment, and, once the child enters the program, to inform the development of a plan for the child’s care.

If it is determined that the French Connection would likely be able to accommodate the child’s needs, another meeting will be arranged at the time of registration once the child is admitted to the program, in order to formalize a care plan.

If, after this initial assessment, however, the staff determine that the French Connection may not be the best option for the child or that the Centre cannot provide the required support while fulfilling its commitments to the other children in its care, the Centre will try to help the family with alternative arrangements.

**Upon admission to the French Connection**

Whenever any child is admitted to the French Connection, the family is asked to meet with the staff prior to the child’s entry to the program to provide information pertinent to the child’s care.

If a child’s special needs have already been identified and discussed with the staff when the child was initially placed on the wait list, this meeting will focus on developing the plan for the child’s care.

If the Centre is first informed of the child’s special needs at the time of this meeting, the assessment, as described above, will take place at this time.

**If a child has allergies or other food restrictions, it is the responsibility of the parent to notify the Centre of this before care begins. At this time, an individual management plan is created for the child and if deemed appropriate, special policies & procedures may be created for life-threatening allergens other than peanuts/nuts.**

## Withdrawal

### Voluntary Withdrawal

The French Connection is a non-profit childcare centre and as such, plans its yearly budget based on the upcoming year’s registrations. The Centre strives to maintain a balanced budget in every calendar year. To reduce the financial and practical difficulties associated with unpredictable changes in program Enrollment and to help ensure that all French Connection families can be accommodated according to their program choices, the Centre has instituted and strictly enforces the following withdrawal policies.

**1. Voluntary withdrawal of children** **in pre-school**

A child in the Pre-school program may voluntarily withdraw from the French Connection’s childcare program by providing two (2) calendar month written notice to the Director .The family of a child who withdraws from the childcare program in accordance with this section will not be obligated to pay any fees for the remainder of the academic year.

A child who voluntary withdraws from the French Connection is not automatically entitled to return to the Centre and does not retain his or her space on the waitlist for that program. If the family wishes to remain on the waitlist, the child’s name will be moved to the bottom of the applicable waitlist.

**2. Voluntary withdrawal of children up to and including grade 4**

A child in Kindergarten or Grades 1 through 4 may voluntarily withdraw from the French Connection’s childcare program by providing one (1) calendar month written notice to the Director. The family of a child who withdraws from the childcare program in accordance with this section will not be obligated to pay any fees for the remainder of the academic year.

A child who voluntary withdraws from the French Connection is not automatically entitled to return to the Centre and does not retain his or her space on the waitlist for that program. If the family wishes to remain on the waitlist, the child’s name will be moved to the bottom of the applicable waitlist.

**3. Voluntary withdrawal of children in grades 5 and 6**

Once a child in Grades 5 or 6 is registered in the French Connection School Age Before & After School Care program, the family is obligated to pay for the child’s position for the months of September through December.  No fees will be returned should the family wish to withdraw a child from the Centre at any time before December 31.

A child in Grades 5 or 6 may voluntarily withdraw from the French Connection effective January 1st by providing the Director with notice in writing on or before October 15th of the previous year and, in such a case, the family will not be obligated to pay any fees for the remainder of the academic year.  If notice is not provided by October 15th, then the family is obligated to pay for the position for the balance of the school year.

### Mandatory Withdrawal

Families may be asked to withdraw from the French Connection for any of the following reasons:

* Delinquency of fees
* Persistent non-compliance with French Connection’s policies
* Inability of the child or parent to adjust to the program
* Inappropriate or unacceptable behavior toward Center staff or other enrolled children that cannot be resolved

All situations are dealt with on a case-by-case basis, taking into account the specific needs and circumstances of the family. Every effort is made to work with the child and the family to resolve issues to mutual satisfaction, provided the arrangement does not put other participants or staff at risk, diminish the value of the experience for other participants or generally compromise the Centre’s ability to serve its clients.

After working with the family and making every attempt to resolve the situation, it may not be feasible to meet the needs of the family or resolve the situation to the satisfaction of all parties. A decision may be made to withdraw the child from our program; this decision will be up to the Director, in consultation with the Board of Directors.

The French Connection will provide documentation of meetings with parents and use of support services. The childcare will provide notification to Children’s Services Consultant and referral to other services.

**The Board of Directors reserves the right to amend these policies at its discretion. Notice of 30 days will be given informing the parents of any changes**.

# Operations

## Days/Hours of Operation

**School days:**

Preschool Program: 7:30 am-6:00 pm

Full Day Kindergarten Program: 7:30-8:15am / 2:55 pm – 6:00 pm

School Age Program: 7:30-8:15am / 2:55 pm – 6:00 pm

**Non-school days**

Subject to TDSB requirements: the hours of operation on PA days, the second week of winter break and March break are 7:30 am – 6:00 pm.

**Summer vacation**

The Centre is open for kindergarten and pre-school only.

**The Centre is closed:**

* December 25 - January 1
* Labour Day
* Thanksgiving Day
* Christmas Day
* Boxing Day
* New Year’s Day
* Family Day
* Good Friday
* Easter Monday
* Victoria Day
* The last two weeks of summer

## Arrival & Departure

**After school arrival**

Children are required to report to the Centre directly from their classrooms, except for kindergarten children who are picked up by the staff. The staff on duty will sign the child in upon arrival. The Centre is not responsible for the child until he or she arrives at the designated arrival point; however, if the child is expected, the staff will make every effort to locate him or her.

**Departure**

Children can only be released to parents/guardians having legal custody or to people designated in advance in writing by parents/guardians. At the Director’s discretion, in some cases, verbal authorization from the parent/guardian for someone else to pick up the child may be accepted. Photo ID must be provided in this case or when the person picking up is on the authorized pick-up list but not familiar to the staff. The child must be signed out upon departure.

In cases of child custody disputes, or if a custody or court order exists, a copy of the current custody documents with specific instructions must be kept in the child's file. Unless custody documents are on file, it is assumed that both parents have equal rights to pick up a child.

**After 4 and sports programs**

 If a child attends a school After 4 program or participates in sporting events within the school grounds:  Parents must inform the Centre in writing as to when the child will be attending those programs and whether the child will be expected back at the Centre or will be picked up directly from the other program.  If a child is picked up directly from one of these programs without this prior arrangement, the Centre must be informed each time the pickup takes place.

If your child will be attending a sporting event away from John Fisher on a given day, please inform our staff. Please note that children who attend programs outside of the Centre are not the responsibility of French Connection until they are signed back in.

##

## Late Pickup Policy

The Centre is open until 6:00 pm. Please notify us as soon as possible if you will be late for pickup. This helps to alleviate concern for the children and staff.

Parents/caregivers who are late picking up their children will be charged a late fee in accordance with the fee schedule in effect. Late fees are due and payable immediately to the staff on duty. This policy must be enforced consistently to be fair to all families. Calling in advance does not waive the late fee. You are encouraged to establish back-up arrangements with friends/family or other French Connection parents. These names should be listed on the release form in your child's file.

Fee Schedule (One charge for siblings picked up together)

$5 for/up to the first 5 minutes;

$1 per minute thereafter

As mandated by the Ministry of Education, the Centre must follow the procedure below:

|  |
| --- |
| **If a child is not picked up by 6:10 p.m., the staff will try to reach either parent/guardian. If they cannot be reached, all emergency numbers supplied by the parents will be called. Please ensure that your emergency person is aware of this procedure and is aware that you have chosen them as an emergency contact.****The staff will continue to call all numbers until someone can be reached to pick up the children. If the staff have had no contact with anyone by 7:00 p.m. they are obligated to contact the Children’s Aid Society, and follow their direction, as directed by the Ministry of Education and CCEYA*.*** |

**If a parent/caregiver is late three (3) times or more in one school year, the Director will inform the Board of Directors, who will then apply penalties or take other action as warranted in each individual case.**

##

## Absences

It is important that the Centre be notified if your child will be absent or late. This prevents unnecessary searching and concern and facilitates program planning. If your child is absent due to an illness, it is also important to notify the Centre regarding the type of illness. This will help the staff to identify symptoms in other children, and also inform any decisions regarding notification of Toronto Public Health of any outbreaks or reportable diseases.

Please note that French Connection must be notified directly - John Fisher School does not communicate this information to French Connection.

Refunds are not given for days absent, nor does the Centre provide make up days.

## Food

Our food is catered by Yummy Catering. We offer morning, afternoon and late afternoon snacks to all the children attending French Connection. All our snacks, meals and beverage meet the recommendations set out in the Health Canada document "Eating well with Canada's Food Guide." Drinking water is available at all times.

Children are encouraged to try everything that is served during the snack period but are not forced to partake. The preschool children are served a hot lunch every day; the current provider of hot lunches is “Yummy Catering.”

Candies, sweets, and soft drinks are not permitted as part of our snacks; parents are discouraged from including these food items in lunches, which children sometimes bring to French Connection on Professional Activity (PA) days. Sweets and cakes may, however, be allowed on special occasions or at parties.

The French Connection and John Fisher Public School maintain peanut and nut-free policies to protect children with severe allergies. Other foods may also be restricted if children at the Centre are identified with anaphylactic allergies to other allergens. Please respect this if food is brought from home for your children to eat at the Centre.

**If a child has allergies or other food restrictions, it is the responsibility of the parent to notify the Centre of this before care begins. At this time, an individual management plan is created for the child and if deemed appropriate, special policies and procedures may be created for life-threatening allergens other than peanuts/nuts.**

**Regarding special food/dietary requests not based on anaphylactic allergies or other medically documented conditions: Please understand that the Centre provides food for many children every day and it may not be possible to accommodate all individualized dietary preferences. This will be at the discretion of the Director.**

**Where food and/or drink are supplied by parents for a child to consume at the Centre, the food or drink container will be labeled with the child's name.**

## Outdoor Play

The Centre endeavours to provide daily outdoor play, weather permitting. Please ensure that your child is dressed appropriately for the weather. Outside time is limited during inclement or excessively hot or cold weather, in which case the play period often takes place in the gym.

## Field Trips

Field trips are often a part of the program on Professional Activity days and holidays. We provide written notification to parents of upcoming trips, including destination, transportation, time schedule and special lunch details. A trip consent form is required for all children attending a field trip.

We follow a number of guidelines to make the trips safe and enjoyable. We speak to the children prior to each trip about the destination, travel route and behaviour expectations. Staff members always carry emergency contact cards and first aid supplies and perform frequent head counts. Children wear tags with the Centre’s name, address and phone number as a means for parent volunteers to identify them within the group and as a safety precaution.

French Connection prohibits the children under our supervision from using and accessing all standing bodies of water (ponds, portable pools, etc.) during operating hours. If French Connection offers swimming as a recreational activity, public pools are used that have qualified lifeguards on duty at all times in accordance with Regulation 565. The rules of the public pool are followed and the children are accompanied and directly supervised by adults at all times. Parents/guardians are advised of the field trip and provided a consent form.

On days where all classes are out on a trip, we regret that we may not be able to accommodate individual schedules of parents and children. All children in attendance at school the day of the field trip are expected to participate; no alternative care is available. Transportation will leave promptly at the designated time. In the event that a child misses the transportation, parents may choose to transport their child to the field trip location. Otherwise, parents are responsible for their child’s care until the group returns from the field trip.

Ideas for trips are always welcome.

## Clothing and Personal Belongings

Please label all of your child’s belongings. While the staff is diligent in looking after each child’s personal property, the Centre is not responsible for any loss of or damage to personal articles. Please leave money, expensive and sentimentally important toys and belongings at home.

Children are required to bring extra “indoor shoes” during the winter months. Pre-school and kindergarten children are also required to bring extra clothes in case of spills/soiling accidents.

All children must have adequate clothing appropriate for outdoor activities in all types of weather. This should include:

* Neck warmer (no scarves please)
* Hat
* Snow pants
* Waterproof mittens
* Coat
* Waterproof, warm boots
* Raincoat and rain boots

During the warm months please supply

* Sunscreen
* Sun hat, with a brim
* Shoes/sandals with straps (no flip flops)

## Emergency Preparedness

Updated August 2017

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### Fire Drills

Fire drills are held monthly; instructions in case of a fire are posted in each classroom.

### Storm Closures

While we realize that the closing of the Centre at any time other than the normal closing time might cause inconvenience to parents, there may be times such an action will be necessary because of bad weather conditions.

The Director has both the authority and the responsibility to act in the interests of the Centre and the children in her/his care. If the weather conditions warrant early closing, the staff will contact all parents and ask for their co-operation in picking up their children.

If the weather conditions are bad and you are concerned, please do not hesitate to call the Centre to inquire about any emergency plans. If weather conditions result in the Toronto District School board closing the school, the French Connection will also be closed. School closing announcements are made on major Toronto radio stations.

### Evacuation Emergencies

In an emergency, the safety and care of the children is the prime concern. Emergency and fire procedures are posted at the Centre in all classrooms. Parents should read these procedures and be familiar with them.

If the Centre requires temporary, short-term emergency shelter, staff and children would be housed in one of the following places:

* Preschool: Upper Yonge Village Daycare Centre, 14 St. Clements Avenue Toronto, Ontario M4R 1G9., 416-487-2861
* Full Day Kindergarten & School Age: Toronto Public Library Northern District Branch, 40 Orchard View Blvd., 416-393-7610

If the evacuation emergency occurs during school hours we will go with John Fisher school to North Toronto Collegiate, 70 Roehampton Ave., 416 393 9180.

Please call The French Connection voice mail to confirm the location. The French Connection cellphone can also be called at 647-391-4678. The French Connection website will also be updated with next steps for families.

Unless precluded by the emergency situation, the following items will be taken along to the emergency shelter:

* First Aid backpack (including all emergency medication)
* Emergency cards
* Attendance book
* Emergency contact information
* Food and drink
* Any medication children are currently taking

Attendance will be taken before and after the move to the emergency shelter. Parents will be contacted from the emergency shelter (if possible) and may be asked to pick up their children. A note will also be left at the front door of French Connection as to the emergency location. Please also check your email as information will be sent regarding the emergency procedures and next steps.

**For more information, please see our** **Fire Drill / Evacuation Policy & Procedures**

**Policy on The French Connection website and posted in all child care rooms.**

**When Your Child is Sick**

Staff will complete a basic health check and screening to ensure your child is asymptomatic when they arrive. Your child will also be monitored throughout the day. If your child is showing ill symptoms at home (e.g. sore throat, stomach ache, headache, cough, lethargy, change in appetite) your child should not attend care and should remain home and isolate for 5 days with symptoms improving for 24 to 48hrs before returning to French Connection. If symptoms persist on the 5th day, please contact the Executive Director/Assistant Director for further direction.

If your child becomes sick at the centre, they will be separated and supervised by one of our staff members. We will notify you to pick up your child. If your child requires immediate medical attention, your child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner.

# Health Policies

Updated Oct 2016

Medical check-ups are highly recommended for all children prior to admission, as well as on an ongoing basis. Before a child begins the program, information must be provided on the registration forms regarding the child’s medical history, immunization record and any pertinent medical conditions (see below). The Centre is required by law to keep immunization records as part of each child’s record.

It is very important that the child’s medical file be accurate and current. Please keep the Centre informed of any new immunizations or significant changes in health status as they occur throughout the school year.

## Immunization

Under the Child Care and Early Years Act, [Section 35. (1)](http://www.ontario.ca/laws/regulation/150137#ys35s1) of O. Reg. 137/2015 (General) requires that, every licensee shall ensure that before a child is admitted to a child care centre, the child is immunized as recommended by the local medical officer of health.  Toronto Public Health recommends that all children who attend childcare centres be immunized according to Ontario's Publicly Funded Immunization Schedule (<http://www.health.gov.on.ca/en/pro/programs/immunization/docs/immunization_schedule.pdf>). See Appendix 1 for the chart. Immunizations and boosters should be received according to age, as indicated.

Accordingly, prior to admission, French Connection requires proof of up-to-date immunization against the following:

* Diphtheria
* Tetanus
* Polio
* Measles
* Mumps
* Rubella
* Meningococcal Disease- new provincial requirement as of 2014/15 school year
* Pertussis (whooping cough) - new provincial requirement as of 2014/15 school year
* Varicella (chickenpox) – new provincial requirement as of 2014/15 school year, for children born in 2010 or later
* Haemophilus-B (hib)
* Rotavirus
* Pneumococcal
* Seasonal flu shots are also recommended

**Exemptions**

The law allows for exceptions when an immunization conflicts with sincerely held convictions of the parent’s religion or conscience or a legally qualified medical practitioner gives medical reasons as to why the child should not be immunized. In this case, a valid written exemption must be provided to French Connection. The required forms can be found at:

**Statement of Medical Exemption**

<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=&ENV=WWE&TIT=medical+exemption&NO=014-4895-64E>

**Statement of Conscience or Religious Beliefs Affidavit**

<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=1&ENV=WWE&TIT=statement+of+conscience&NO=014-4897-64E>

**In case of exemption:**

**If an outbreak occurs at the school, a child who is not adequately immunized may be excluded from French Connection during the outbreak.**

**If there is a French Connection child whose medical status renders him/her especially vulnerable to communicable diseases, the health concerns of that child shall take precedence over the immunization exemptions of other children. In such cases, French Connection may require all children attending to be fully immunized, despite exemptions. Such situations will be addressed on a case-by-case basis and decided by the Director in consultation with the Board of Directors.**

**Staff**

It is important that staff and volunteers be immunized to protect the children in their care, as well as themselves. Prior to commencing work, French Connection staff/volunteers must have a satisfactory health assessment (including tuberculosis testing) and be up to date on immunizations. Staff/volunteers are permitted by law to obtain immunization exemptions as described above. However, if an exposure to a vaccine-preventable disease occurs, they may be excluded from work until public health determines that the risk of infection has passed. If a medically vulnerable child (as described above) is in the care of the Centre, vaccination may be required of the staff/volunteers, despite exemptions.

For more detailed information regarding our sick child policy (re: COVID-19) please see our COVID-19 Policies (IPAC)

## Allergies, Anaphylaxis, Serious Medical Conditions

* If a child has allergies, especially anaphylactic allergies, or other medical condition of a serious nature, the Director must be notified in writing at the time of application. The needs of the child will be assessed to determine if the Centre can manage the allergy or condition safely (with the caveat that risks can be reduced but not eliminated). Children with severe food allergies that the Centre cannot accommodate may be asked to bring their own food from home.
* The Centre reserves the right to refuse registration if it is determined that safe management of the condition cannot be reasonably incorporated into its operations.

If the allergy or condition is determined to be manageable, the following must be in place BEFORE the child can be admitted into the program:

* The Centre’s Medical Information form is completed, describing the health condition and its treatment / management and signed by the child’s physician.
* A written individual Emergency Plan (anaphylaxis or other, according to the medical condition) has been developed with input from the parents, physician and the Centre. This written plan must be signed by the parent/guardian and should also be signed by the child’s physician. If the physician’s signature is not provided, the parent/guardian’s signature indicates that the instructions have been provided with the physician’s consultation and approval. This plan covers management of the condition, strategies to reduce the risk of exposure to anaphylactic causative agents, recognition of signs and symptoms, emergency procedures and communication plans to disseminate necessary information. Copies, with the child’s photograph, are posted in each classroom and in the office’s emergency binders. Any necessary training has been provided to the staff.
* The parents have provided all necessary medications (in original, prescription-labeled container) accompanied by the doctor’s prescription/note. At least 2 doses are required for Epi-Pens or other medication required in an emergency. Medication must be kept current and labeled with the child’s name, expiry date and prescription instructions. A completed Medication Consent form must be on file.

Ongoing:

* Instruction will be provided to all new staff, volunteers and students, as well as annual refresher instruction and additional instruction any time substantive changes are made to the policy, plan or procedure. Records will be kept of all training that takes place.
* For medication required in an emergency (e.g. EpiPen), a dose must be kept near the child at all times, either carried by the child (requires parental consent and doctor’s note) or by the staff in a first aid pouch and taken along on any excursions. The second dose will be kept in a secure location at the Centre and will serve as a backup.
* Children will not be allowed to attend the Centre if their medication is not in place as described above.
* The parent and Director will review the plan and the child’s needs on a regular basis. If there are any changes in the child’s medical status, the Centre must be informed promptly in writing, including a note from the child’s physician. Modifications to the plan may be required.
* The Centre maintains a peanut and nut-free policy. Policies regarding other allergens will be considered if a child presents with an established life-threatening allergy to other allergens.
* Children are encouraged to wear Medic Alert bracelets with all pertinent information about their condition.
* All parents/guardians are informed about French Connection’s Life-Threatening Allergies Policy when they enroll.

## Policy for Management of Life-Threatening Allergies

Updated September 2016

**Definition of Anaphylaxis**

Anaphylaxis is a severe allergic reaction that can be fatal, resulting in circulatory collapse or shock. The reaction may be triggered by allergens such as specific foods, insect stings, medicine, or latex.

**Purpose of the Policy and Procedures**

The French Connection Child Care Centre is committed to taking a proactive approach to the prevention of anaphylaxis.

**Strategy to Reduce Risk of Exposure**

* Children with severe allergies that the centre cannot accommodate will be asked to bring their own food from home.
* Food with "may contain" peanut/nut warnings will not be served.
* All labels will be read by a staff member prior to serving.
* Staff purchasing foods on behalf of the centre must read food ingredient labels to check for allergens every time they purchase a product.
* Any persons supplying food to the child care will be notified of all life threatening allergies in the centre. Lists of allergies will be revised as necessary.
* All children and staff will wash hands before and after handling food.
* Children/staff/volunteers will be instructed not to share food.
* All surfaces will be cleaned with a cleaning solution (approved by Toronto Public Health) prior to and after preparing and serving foods.
* All cleaning supplies, medicines and any other products that may be prone to triggering allergic reaction will be stored out of reach of the children.
* Extra supervision of children with anaphylactic allergies will take place during eating (e.g. sitting opposite/next to staff).
* On the bus during field trips, children with anaphylactic allergies will sit within view of a staff member.
* Playground areas will be checked and monitored for insects such as wasps; if observed, a custodian will be notified immediately and children will be directed to play away from this area.
* During off-site trips, parents will be notified and asked to send an extra Epi-Pen, if extra ones are not already on site.
* Staff will take a cell phone on all excursions.
* Consent by the child's physician is required for any child carrying their own Epi-Pen.

**Communication Plan for the Dissemination of Information**

* Parents will be informed by a newsletter/handout of all allergies in the centre.
* A list of all allergies and suggestions for healthy snacks will be handed out.
* A list of allergies will be posted in each room operated by the child care.
* Parents with children with anaphylaxis must provide a plan for their child prior to enrollment or when an allergy becomes evident.

**Individual Plan and Emergency Procedures**

* The parent/guardian must complete and sign the French Connection Anaphylaxis Emergency Plan form. The signature of the child’s physician is also required; if the physician’s signature is not provided, the parent/guardian’s signature indicates that the instructions have been provided in consultation with and approval of the child’s physician.
* Prior to enrollment, the parent/guardian will meet with the Director/Assistant Director to provide input from the parents and the child's physician for the individual plan and emergency procedures.
* This plan will include but is not limited to:
	+ Description of the child's allergy
	+ Monitoring and avoidance strategies
	+ Signs and symptoms of an anaphylactic reaction
	+ Child care staff roles and responsibilities
	+ Parent/guardian consent for administering allergy medication, sharing information, and posting Emergency Plan
	+ Emergency contact information
	+ Location of Epi-Pen and back-up Epi-Pen
	+ Supports available for the child (if applicable)
	+ Physicians note to carry own Epi-Pen

Parents are required to advise the Director/Assistant Director if their child develops an allergy, requires medication and/or of any change to the child's Individual Plan or treatment. Individual Plans will be revised yearly and as directed by the parent or physician.

Copies of Individual Plans are in each child's file and emergency bags; they are also posted in every room operated by the child care, including child care office.

**Emergency Protocol**

* One person stays with the child at all times.
* One person goes for help or calls for help.
* Follow emergency procedures as outlined in child's individual plan (e.g. administer Epi-Pen at first sign of reaction).
* Call 911. Have the child transported to hospital even if symptoms have subsided. Symptoms may occur hours after exposure to allergen.
* Administered Epi-Pen is to accompany child to hospital.
* Administered Epi-Pen is to be given to hospital employee or child's parent for disposal.
* One calm staff must stay with the child until parent or guardian arrives.

**Training**

* Prior to commencement of employment, all staff, volunteers and students who will be providing care for or supervision of children at the centre will be trained by the parent/guardian or physician of each child with anaphylaxis enrolled in the centre.
* All staff, volunteers and students who will be providing care for or supervision of children at the centre will receive refresher instruction annually as well as additional instruction any time substantive changes are made to the policy, plan or procedure.
* Training will include recognizing the signs and symptoms of an anaphylactic reaction, procedures to be followed in the event a reaction occurs, and administering medication.
* Staff will conduct a check to confirm child/ren have their required medication with them before each transition (i.e. moving from the class to the gym/school yard/library, leaving the school, etc.).
* The staff will be required to sign and date that they have received training
* The Director/Assistant Director will keep a log on file of all training dates, trainers, and staff signatures.

**This policy will be reviewed by the licensee on an annual basis and or when any changes are made.  All staff, students or volunteers will review the policy prior to commencement of employment or educational placement, annually thereafter or when changes are made.  A record of this review will be dated and signed by the staff member, student or volunteer and the person who is conducting the review.  This record will be kept for 3 years.**

## Illness

Children who are ill should be kept at home - to speed their recovery and to protect the other children, their families and the Centre’s staff.

In accordance with the CCEYA, children are observed daily for signs of illness. If illness is identified, a determination is made as to whether the child should be sent home (temporarily “excluded” from child care). In this case, the child is separated from the others and parents (or emergency contact) called to pick them up promptly. Steps are taken to make the child comfortable while awaiting pickup. Appropriate washing and disinfecting measures are taken. The symptoms of the child’s illness are noted in their record.

Reportable diseases and suspected outbreaks are reported to Toronto Public Health. The other families at the Center are informed that a case of communicable disease has been identified (without identifying the specific child), and information about the disease provided.

Please help maintain a healthy, safe environment for your child and others by complying with this policy. Repeated failure to comply may result in a fee and/or the child's dismissal from the program.

The Director has final authority in implementing this policy.

### Key Criteria for Exclusion and Return

As a general rule, if the child is too ill to participate fully and comfortably in the program or poses a risk of spread of harmful diseases to others, that child should be excluded.

Symptoms for potential exclusion include:

* Fever above:
	+ 100°F (37.8°C) axillary (armpit)
	+ 101°F (38.3°C) oral (mouth) or aural (ear)
* Vomiting
* Diarrhea
* Abdominal pain or nausea
* Rash (unless previously diagnosed and deemed not due to infectious disease)
* Eye discharge or crustiness, redness, puffiness
* Severe cough
* Unusual irritability/ lethargy
* Suspected ringworm
* The child requires more personal attention than can be provided

Criteria that must be met before a child who has been ill can return to the facility:

* The child’s temperature has been normal for 24 hours
* The child has been completely free from diarrhea and/or vomiting for 48 hours
* For most bacterial infections, 24 hours after initiation of antibiotic treatment
* See **Appendix 2** for the criteria for specific diseases; a doctor’s approval and/or special treatment instructions may be required
* Any required care/treatment can be performed at the centre
* The child is well enough to fully take part in French Connection activities

Each communicable disease has its own guidelines for exclusion/treatment. French Connection follows the recommendations of Toronto Public Health to determine when children must be excluded from the program and when they may return. In addition, some diseases must be reported to Toronto Public Health when they are diagnosed or even suspected. While some diseases do not require exclusion from the Centre, they still must be reported to Toronto Public Health. For the guidelines regarding common communicable diseases, please refer to Appendix 2 or go to <http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=09985ce6dfb31410VgnVCM10000071d60f89RCRD>

The list of diseases that must be reported to Toronto Public Health can be found at: <http://www1.toronto.ca/City%20Of%20Toronto/Toronto%20Public%20Health/Communicable%20Disease%20Control/Communicable%20Disease%20Surveillance/Files/pdf/CDSU-Reportable_Disease_List-May04_2015.pdf>

### Lice Policy

If a child is found to have lice, the child will be separated from the others to reduce the risk of transmission and the parents will be called to pick the child up if possible. The child may return to the Centre the next day, if proper treatment has been performed. The other parents will be informed that a case of lice has been identified at the Centre, without identifying the child.

**It is vital that parents inform the Centre immediately if their child has been diagnosed with or exposed to a communicable disease. In addition to informing Toronto Public Health, the other French Connection families need to be informed and provided with appropriate and timely instructions. Toronto Public Health will take any necessary follow-up measures.**

## Medication Policy

September 2016

1. Prescription medication must be in its original container as supplied by a pharmacist or in the original package for non-prescription medication. All medication must be clearly labeled indicating its name, dosage, when and under what circumstances to be administered and the name of the child for whom it is prescribed, as well as the date of purchase and expiration, if applicable, and instructions for storage and administration.
2. Medication must be kept in locked boxes in a cupboard or secured safely in the refrigerator (depending on storage instructions).
3. The child's parent/guardian must sign the permission form authorizing the Centre to dispense medication to his/her child. Included in this authorization is a schedule that sets out the times and dosages for administration of the drug or medication. If medication is to be administered on an “as needed” basis, the written instructions must clearly indicate the situations under which the medication should be given. This could include the physical symptoms that must be present, the behaviour the child must be exhibiting or the child’s temperature.
4. A designated French Connection employee will administer the medication to the child. The employee will:
	* Check that the parent’s written instructions match any instructions printed on the original container and that the medication is not expired
	* Record the time of administration
	* Record the dosage
	* Sign the medication schedule form
	* If a dose is omitted or late, list the reasons
5. Non-prescription medication will only be given with written consent from the child's physician. All rules regarding administration and record keeping apply to non-prescription medications, i.e., all products containing Drug Identification Numbers.
6. A child may carry his or her own asthma medication or emergency allergy medication, provided that a parent/guardian provides a written permission form for self-administered medication, signed by a physician. If a child self-administers a medication (e.g., puffers or epinephrine), a record of the self-administration will be kept by a staff member on a medication form and noted in the daily written record.

A parent or guardian may request in writing that a child be supervised in self-administration of medication. In this case, employees will record the child's self-administration as per #5 above.

The French Connection accepts no liability for self-administered medication or medication which is self-administered under supervision.

1. Where written permission for dispensing medication has been given as per #4 above: if that medication is for emergencies (e.g. Epi-Pen), a sufficient dose of the emergency medication must always accompany the child, including in the playground or on field trips attended by the child. It must be kept in a waist-bag carried by a designated staff member. If he/she stops supervising the child in the playground or on the field trip, the bag must be transferred to another designate who is involved in supervising the child.

**This Medication policy will be reviewed by the licensee on an annual basis and or when any changes are made.  All staff, students or volunteers will review the policy prior to commencement of employment or educational placement, annually thereafter or when changes are made.  A record of this review will be dated and signed by the staff member, student or volunteer and the person who is conducting the review.  This record will be kept for 3 years.**

## Medical Emergencies (illness or accident)

The Centre must be able to get in touch with a parent or guardian in the event of an emergency. It is essential that the Centre be notified of changes to ALL contact information - parents and emergency contacts. In any emergency (minor or major), all contact information will be accessed until the parent or emergency contact has been reached. Please ensure that your emergency contacts are aware that you have chosen them for this purpose. Providing more than one emergency contact is helpful.

All staff members are trained in first aid procedures and will take appropriate steps, based on their training, to care for children in an emergency.

**Minor accidents/emergencies (ambulance not required)**

* The staff will perform first aid
* A written Injury Report will be completed describing the circumstances of the injury and any first aid administered. A copy of this report will be provided to the parent/guardian and kept on file

**Major accidents/emergencies (ambulance called; see also “Serious Occurrence”)**

* The staff will perform first aid and call 911
* If the child is taken to an emergency facility, a staff member will accompany the child and remain with the child until a parent or emergency contact arrives
* A written Injury Report will be completed describing the circumstances of the injury and any first aid administered. A copy of this report will be provided to the parent/guardian and kept on file
* The accident will be reported to the Ministry and to City of Toronto Children’s Services as a “Serious Occurrence”

If parents/guardians have special requirements regarding first aid or hospital treatment of their children, this must be clearly communicated in advance in writing to the Centre.  It is the parent/guardian’s responsibility to review these requirements before the start of each school year and immediately notify the Centre of any changes to these instructions.

##

## Smoke-Free Centre

June 2016

In-keeping with the Smoke-Free Ontario Act, no person shall smoke or hold a lighted cigarette in the child care centre, in the playground or within 9 metres of the entrance way to John Fisher Public School, whether children are present or not.

No person shall smoke or hold a lighted cigarette in the company of children while volunteering on a field trip with the French Connection.

“Cigarette” refers to anything smoked, including a cigar, pipe or electronic cigarette.

Any person who refuses to comply with this policy will be in contravention of the Smoke-Free Ontario Act.

The local health department may be contacted for additional information.

# Rules of Conduct

A congenial environment is crucial to the well being of the children and the effective running of the Centre. French Connection’s staff are bound by a code of conduct based on courtesy and respect (see Human Resources Policies).

In general, courtesy and respect are expected from everyone at the Centre, staff as well as families. Good manners, constructive communication, non-violence and other appropriate behaviours are reinforced with the children through modeling and discussion. The rules of the school also apply at French Connection. These rules are discussed with the children during the first week of school and reviewed periodically. Additional rules are adopted as needed during the school year. Children are expected to follow these rules; they are also expected to follow verbal instructions issued by the staff.

French Connection encourages regular open communication between parents/guardians and staff. Concerns and constructive feedback from the staff will be communicated verbally or in writing, in a professional and timely manner.

## Prohibited Practices

*By law in Ontario:*

*No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care:*

(a)  corporal punishment of the child;

(b)  physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;

(d)  use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e)  depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will.

Any contravention of the above that is observed must be reported immediately to the Director or a member of the Board of Directors. Compliance is also monitored by the Director in the twice annual Behaviour Management Protocol. **Violation of these rules may constitute grounds for immediate dismissal.**

In case of disciplinary problems, staff will respond in a respectful and caring manner that is appropriate for the situation. It may be necessary to remove the child from the group for a period of time, returning after having discussed the situation with the caregiver. As stated above, corporal punishment is strictly forbidden. The incident will be discussed with the parent/guardian at pickup. Further action would be taken only after consultation between the parent/guardian and the Director.

In case of recurring behavioural challenges, the staff and Director will work with the parents/guardians to assess the situation and develop strategies to address it. It may become necessary to develop a formal Behaviour Management Plan. The staff and Director will work closely with the parents/guardians to develop and implement this plan and monitor the child’s progress.

If behavioral difficulties persist even after repeated attempts to resolve them, it may be in the best interests of the child or the safety of the group to remove the child from the program.

## Resolving Differences Among Staff and Parents

Parents/guardians are encouraged to take an active role in French Connection Childcare Centre and regularly discuss what their child(ren) are experiencing with French Connection Childcare Centre. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by French Connection Childcare Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

### Conduct

French Connection Childcare Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Board of Directors.

## Parent Issues and Concerns Procedures

Updated: August 2017

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Provider, Staff and/or Licensee in responding to issue/concern: |
| --- | --- | --- |
| **Program-Related**E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc. | Raise the issue or concern to* The licensee
 | * Address the issue/concern at the time it is raised; or
* Arrange for a meeting with the parent/guardian within 2 business days.

Document the issues/concerns in detail. Documentation should include:1. the date and time the issue/concern was received;
2. the name of the person who received the issue/concern;
3. the name of the person reporting the issue/concern;
4. the details of the issue/concern; and
5. any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |
| **General, Agency- or Operations-Related**E.g: fees, placement, etc. | Raise the issue or concern to:* The licensee
 |
| **Provider-, Staff-and/or Licensee-Related**E.g: conduct of provider, home visitor, agency head office staff, etc. | Raise the issue or concern to* the individual directly

or* The licensee.

All issues or concerns about the conduct of the provider or staff that puts a child’s health, safety and well-being at risk should be reported as soon as parents/guardians become aware of the situation. |
| **Related to Other Persons**  | Raise the issue or concern to* The licensee

All issues or concerns about the conduct of other persons in a home child care premises that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation. |
| **Student- / Volunteer-Related** | Raise the issue or concern to* the person responsible for supervising the volunteer or student

or* the licensee.

**Note:** All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation. |

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue in writing to the Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15must be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare\_ontario@ontario.ca

City of Toronto: Toronto Children’s Services Consultant 416-392-5867

College of ECEs: File a formal compliant with the college via their website [https://www.college-ece.ca/en/Public/Professional-Regulation or contact at 416-961-8558](https://www.college-ece.ca/en/Public/Professional-Regulation%20or%20contact%20at%20416-961-8558) or discipline@college-ece.ca

## Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

## Child Abuse

From time to time, the difficult situation arises at child-care centres in which staff observe injuries or behaviours that lead to the suspicion that a child may have been abused. In these circumstances, there is a legal duty to report promptly to the Children’s Aid Society (CAS). The Centre cannot judge whether abuse has actually taken place. It is the responsibility of CAS to investigate, with police where necessary, and decide on the appropriate action to be taken. The Centre is not allowed to contact parents about this before contacting CAS. It is important to inform the staff of the nature and circumstances behind any unusual bruises or injuries that your child has received. This will aid in evaluating and not over-reacting to a situation. In the rare case in which a report to CAS is made, the Centre will follow the direction provided by CAS and is also required to treat the situation as a “Serious Incident” (see below). These situations will be handled professionally and discreetly.

**For more information, please see the French Connection’s Child Abuse Reporting Policy available on the French Connection website and posted in each child care room.**

# Serious Occurrence Policy

Updated August 2017

When addressing serious occurrences, French Connection complies with: the CCEYA, the policies of the Toronto District School Board and City of Toronto and the *Serious Occurrence Reporting Procedures for Service Providers* guidelines issued by the Ministry of Education.

The following policies and procedures are designed to make staff and volunteers aware of their responsibilities for the recognition, response and reporting of serious occurrences as well as the role of French Connection in supporting children and families when serious occurrences take place.

French Connection will ensure there is a designated authority (the Director or designate) available at all times to determine when an incident constitutes a “serious occurrence” and to oversee the required response and reporting.

## Identification of Serious Occurrences

There are 5 defined categories of serious occurrence. They must be reported to the Ministry of Education Child Care Quality Assurance and Licensing:

“serious occurrence" means,

 (a) the death of a child who received child care at child care centre,

 (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at child care centre,

(c) a life-threatening injury to or a life-threatening illness of a child who receives child care at child care centre, or

(d) an incident where a child who is receiving child care at child care centre goes missing or is temporarily unsupervised

## Response to Serious Occurrences

Actions to be taken if a serious occurrence takes place or is suspected include:

* Provide the child with immediate medical attention if needed.
* Take appropriate steps to address any continuing risks to the child’s health or safety and that of other children.
* If death has occurred, notify the coroner immediately, in all cases.
* The staff or any other person witnessing or having knowledge of the occurrence report the matter to the Director (or designate).
* The Director immediately conducts a serious occurrences inquiry to gather information regarding the actual or alleged occurrence, including interviewing all people who have knowledge of it.
* Teachers, volunteers or anyone else with information about the occurrence report the matter immediately to the Director. Anyone with knowledge of the occurrence must remain on the premises until the Director has interviewed them or indicated that their involvement at that point is not required.

If the inquiry suggests that the child has been abused and/or is in need of protection, the Children’s Aid Society (CAS) and/or the police must be contacted immediately and direction obtained **(as per the duty to report requirements under The *Child and Family Services Act****:* **the person who has reasonable grounds to suspect that a child is or may be in need of protection is legally obligated to report it to the CAS).** If the serious occurrence is child abuse, committed by a French Connection employee, the French Connection Child Abuse Policy must be followed.

* The child's parents must be informed immediately. The president of the Board of Directors is also notified by phone or e-mail within 24 hours.
* In the course of the investigation, as much of the following information as possible must be obtained:
	+ Type of serious occurrence
	+ Description of the occurrence
	+ Child's allegation (if applicable)
	+ Date, time, place where it occurred
	+ Actions taken
	+ Time occurrence reported
	+ Reason for the occurrence (if known)
	+ Weather conditions
	+ People involved
	+ Teacher/child ratio
	+ Current status
	+ Parties notified:
		- Coroner in all cases of death
		- Police/Children’s Aid Society, as applicable
		- Parents/others, as appropriate
	+ Further action taken:
		- Specific to immediate situation; and/or
			* Related to potential underlying factors
			* Particular internal policy/procedure
			* Review of program/treatment plan for child
			* Employee training
			* Any modifications to the physical environment
* If the preliminary inquiry is conducted by the Director-designate, the Director must be notified immediately.

## Reporting Serious Occurrences

**All serious occurrences are reported online using the Ministry of Education’s Child Care Licensing System (CCLS)**

The Centre must report all serious occurrences to CCLS within 24 hours of becoming aware of the serious occurrence or when the Director deems the occurrence to be serious.

The CCLS generates a *Notification for Parents* document. This is to be posted prominently at the Centre for at least 10 business days (see below).

**Within 7 business days-** the Director/designate must add any updates into CCLS as well as update the posted notification as required.

In the event that French Connection is unable to access CCLS within the required time period, the Director/designate shall inform the program advisor directly by telephone or by calling the Toronto Central Region offices at 416 325-0652.

The PA will follow up with French Connection for details.

The *Notification for Parents* generated by CCLS is posted (see below).

## Posting Serious Occurrences

To inform the other parents at the Centre, French Connection will post the *Serious Occurrences Notification* form that will have been generated by the CCLS. It will be posted within 24 hours on the notice boards outside French Connection's room 9, for a minimum of 10 business days. It will be updated with any new information during this time and will remain posted for 10 days from the date of any updates.

The form will outline the reason for reporting and the short and long-term actions taken by French Connection, the city and province. **To protect privacy, no identifying information (child or staff names, initials, age, birth dates, age group identifiers, e.g. grade level) will be included**. After the 10-day posting period, the record will be kept on file for a minimum of 2 years and then destroyed. They will be made available to current and prospective parents, licensing and municipal children’s services staff upon request (consistent with current requirements for the availability of licensing documentation).

The exception to posting the form within 24 hours is in the case of complaints or allegations of abuse. These will be posted at the completion of follow up/investigation.When the Centre has filed a report about a complaint, verified the complaint and has taken actions to address the issue, the *Serious Occurrence Notification* form will be posted within 24 hours of the occurrence. If a report was filed, but action has not been taken because the complaint has not yet been verified, the serious occurrence will not be posted within 24 hours. Once the complaint has been verified or deemed not verified, the *Serious Occurrence Notification*form will be posted.

If the serious occurrence is alleged child abuse, the notification form will be posted once the CAS has either decided not to investigate or has concluded its investigation and the Ministry has investigated any associated licensing non-compliance. Once the investigation has been completed, the form to be posted will provide clear and concise information for parents. The description section will include information about whether CAS conducted an investigation into the report and identify that the Ministry conducted an investigation into compliance with related licensing requirements. The form to be posted will identify whether: CAS verified the allegation or not; the Centre has taken action on any other direction given by CAS, if applicable; the Centre has addressed any associated licensing non-compliance issues identified by the Ministry, if applicable. The program advisor will follow up with the Centre as required.

## Follow-up for all Serious Occurrences

* The program advisor will follow up with French Connection as required. During follow-up the PA will remind the Centre to add updates in CCLS within 7 working days of the initial report and to update the posted notification as required.

**Licensing Implications**

* Non-compliance within the 24 hours reporting requirement for the previous licensed period will be noted during the licensing inspection on the licensing checklist under 9.1
* Where non-compliance with serious occurrence policy requirements is identified, French Connection will be required to take action within the follow-up time provided by the program advisor as part of the licensing process. Follow-up may include reviewing the reporting requirements with staff and implementing a monitoring and or training process to support compliance.
* Where French Connection is unable to complete the required follow-up and requires additional time, a provisional license may be issued.
* Where patterns of non-compliance with serious occurrence reporting requirements are identified and French Connection does not require additional time to address outstanding requirements a short-term license may be issued.

## Annual Summary and Analysis Report

For each calendar year (whether or not a serious occurrence has taken place), French Connection will complete the *Serious Occurrence Reporting* *Procedures, Annual Summary and Analysis Report*. This report no longer has to be submitted to the regional office, but will instead be retained on file.

Service providers are expected to monitor their performance in-year, on an ongoing basis, with respect to the reporting, management and follow-up of serious occurrences. Serious occurrence reporting is one of many tools that provides an effective means of monitoring the appropriateness and quality of service delivery. Monitoring also includes an ongoing review of practices, procedures, and training needs.

The report will summarize the Centre’s serious occurrences over the year and will be used by the Centre to self assess its management of serious occurrences as part of the ongoing monitoring required by the Ministry. This may suggest strategies for improvement such as additional training, support or internal policy modifications.

The regional office (PA) will review the annual report during licensing inspections. Any patterns suggesting a need for training or support and steps to address these needs will be noted. The regional office may also identify possible issues or actions that require follow-up. If follow-up action is requested, the Centre will submit an outcome report to the regional office once the necessary action has been taken.

Duty to report

 Any incidents that involve an employee's violation of any of FC's policies, that are deemed reportable as a serious Occurrence, will be death with by the supervisor or designate, or by the Board of directors if the incident involves the supervisor. If the investigation is in process, FC will report the employee to the College of Early Childhood Educators, as per its duty to report.

## Training and Revision

These procedures will be reviewed with all staff upon employment and at least annually thereafter. All staff, trainees and volunteers are required to sign and date a declaration that they are aware of and understand the Serious Occurrence Policy, that they will follow the outlined procedures and that the policy will be reviewed with them on an annual basis.

**This policy will be reviewed by the licensee on an annual basis and or when any changes are made.  All staff, students or volunteers will review the policy prior to commencement of employment or educational placement, annually thereafter or when changes are made.  A record of this review will be dated and signed by the staff member, student or volunteer and the person who is conducting the review.  This record will be kept for 3 years.**

# Appendices

## Appendix 1. Ontario’s Publicly Funded Immunization Schedule



## Appendix 2. Guidelines for Common Communicable Diseases, Toronto Public Health



## Appendix 3. Additional French Connection Policies & Procedures

**Additional policies & procedures are available on The French Connection website and posted in each child care room. These include:**

### Accessibility Policy for the Customer Service Standard under AODA

### Anti-Discrimination & Anti-Racism

### Behaviour Management Monitoring

### Bullying Prevention

### Child Abuse Reporting

### Code of Conduct / Whistleblower

### Conflict of Interest

### Fire Drill / Evacuation

### Inclusion

### Outdoor Protocol

### Playground Safety

### Safe Drinking Water

### Sanitary Practices

### Staff Workplace Health and Safety

### Sun Safety

### Vulnerable Sector Check

### Workplace Violence and Harassment Policy and Program

###

### Human Resources Policies

Appendix 4. IPAC – COVID-19 Update

**Infection Prevention and Control to help reduce the spread of COVID-19**

Prevention of illness is the basis of French Connection Childcare Centre’s infection prevention and control measures. Various Toronto Public Health information/ instruction sheets are posted in designated areas of each child care room.

French Connection Childcare is committed to providing a safe and healthy environment for children, families and staff. The Centre will take every reasonable precaution to prevent the risk of communicable diseases on site.

There are many effective strategies to reduce the risk of illness and disease outbreaks among children in child care settings, including good hand hygiene, environmental cleaning and disinfection, and adherence to administrative health policies and procedures.

The following policies and procedures have been created by the Centre in order to ensure the health, safety and well-being of all children, staff and families during a pandemic.

**Enhance attendance reporting practices for children, staff and all other individuals entering the child care centre**

* Encourage parents/guardians of ill children and child care staff who are ill to self-isolate. They can also contact Telehealth at 1-866-797-0000 or their primary care provider to determine if further care is required.

* Attendance records must be available on-site at all times. Keep attendance records on-site for a period of12 months
* The Director will follow-up with any child or staff to determine the reason for any unplanned absences, and determine if the absence is due to illness to note any symptoms (e.g. fever, sore throat, cough).
* Monitor attendance records for patterns or trends above 30 percent (e.g. children and staff in the same group or cohort absent at the same time or over the course of a few days).

**Food safety practices for snacks meals/lunch time**

* Children must wash or sanitize their hands before sitting at the table.
* Children are able to serve themselves their first serving of food and water or milk. Second servings must be served by a staff member using clean hands with gloves on.
* There will be no food provided by the family outside of the regular meal provision of the program (Except where required and special precautions for handling and serving the food are put into place)

Proper hand hygiene will be practiced when staff are preparing food, and for all individuals before and after eating.

Children are able to bring packed lunched during non-instructional days while they are at the centre for the day.

The following instructions must be followed:

* Lunch bags must be labeled with the child’s name.
* Packed Lunched cannot contain any allergens that parents have been previously notified of due to children with allergies enrolled at the centre.
* Packed lunches must include ice pack in order to maintain safe food temperature.
* Parents are encouraged to follow Canada’s Food Guide.

**Health Screening Procedure**

To help reduce the risk of respiratory infections (including COVID-19), a health screening is an essential step. This procedure applies to all Staff, children, parents and visitors. Before coming to French Connection complete the Toronto Public Health screening tool.

**Hand Hygiene Policy and Procedure**

Hand Hygiene is a general term referring to any action of hand cleaning. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using soap and running water or a hand sanitizer (70-90% isopropyl alcohol based). Hand washing with soap and running water must be performed when hands are visibly soiled.

Hands carry and spread germs. Touching your eyes, nose, mouth or sneezing or coughing into your hands may provide an opportunity for germs to get into your body or spread to others. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs.

Ensure that hand hygiene (hand washing/hand sanitizing), is enhanced during operation midst of pandemic. Ensure that staff and children are always practicing good hand hygiene when hands are visibly dirty and before and/or after:

* Sneezing, coughing, or blowing your nose
* Using the washroom
* Handling garbage
* Handling raw foods
* Outdoor play
* Handling soiled laundry or dishes
* Handling soiled toys or other items
* Coming into contact with bodily fluids
* Coming into contact with any soiled/mouthed items
* Preparing handling and serving food
* Toileting/diapering routine
* Touching a cut or open sore
* Glove use
* Giving medication
* Entering the Centre
* Entering a room within the Centre

*When hands are visibly soiled, follow these steps for cleaning hands*:

* Wet hands
* Apply soap
* Lather for at least 15 seconds. Rub between fingers, back of hands, fingertips, under nails
* Rinse well under running water
* Dry hands well with paper towel or hot air blower
* Turn taps off with paper towel, if available

*When hands are not visibly soiled, follow these steps for cleaning hands:*

* Apply hand sanitizer (70-90% isopropyl alcohol based)
* Rub hands together for at least 15 seconds
* Work sanitizer between fingers, back of hands, fingertips, and under nails.
* Rub hands until dry

**Hand Hygiene Monitoring**

To ensure that staff are using proper hand hygiene methods, the Director will review hand hygiene practices on a regular basis and provide feedback to staff as required.

**Hand Sanitizing Information**

When your hands are not visible dirty, a 70-90% isopropyl alcohol based hand sanitizer can be used. Hand sanitizers can only be used on children who are over the age of 18 months and must always be used under adult supervision. Staff must ensure that the product has completely evaporated from the child's hands before allowing the child to continue their activity. Please ensure that written parent consent is obtained before applying hand sanitizer to any child.

**Glove Use**

Gloves shall be worn when it is anticipated that hands will come into contact with mucous membranes, broken skin, tissue, blood, bodily fluids, secretions, excretions, contaminated equipment or environmental surfaces. Nitrite gloves are single use only.

**Gloves and Hand Hygiene**

Hand hygiene shall be practiced before applying and after removing gloves. Gloves shall be removed and discarded after each use.

*To reduce hand irritation related to gloves:*

* Wear gloves for as short a time as possible
* Ensure that hands are clean and dry before wearing gloves
* Ensure gloves are intact, clean and dry inside
* Gloves are single use only, and must be task specific such as nitrile for diaper changes and dishwashing-like gloves for disinfecting toys

**Gloves when Cleaning/Disinfecting**

When staff are mixing chemicals into bottles or buckets, they must wear thicker dishwashing-like gloves. These gloves can be reused, each staff should have their own pair. Also, staff must wear these gloves when immersing toys in diluted disinfectant when toy washing, as their hands are more frequently immersed.

**Covering Your Cough Procedure**

Germs, such as influenza and cold viruses, are spread by coughing and/or sneezing. When you cough or sneeze on your hands, your hands carry and spread these germs.

Attempt to keep your distance (preferably more than 2 metres/6 feet) from people who are coughing or sneezing. Follow these steps to stop the spread of germs:

* If you have a tissue, cover your mouth and nose when you cough, sneeze or blow your nose
* Put used tissues in the garbage
* If you don't have a tissue, cough or sneeze into your sleeve, not in your hands
* Clean your hands with soap and water or hand sanitizer (70-90% isopropyl alcohol-based) regularly and immediately after using a tissue on yourself or others.

**Environmental Cleaning and Disinfecting Policy and Procedures**

**Cleaning**

* Use detergent and warm water to clean visibly soiled surfaces
* Rinse the surface with clean water (warm to tepid temperature preferred) to ensure detergent is removed
* Let the surface dry

**Disinfecting**

Bleach and water solution is mainly used at the centre as a disinfectant. In addition to bleach and water solution (contact time **2 minutes**) the centre also uses Lysol wipes (contact time **4 minutes**).

* For general environmental disinfection of high touch surfaces large toys and equipment that cannot fit in mechanical dishwasher/sanitizer, Lysol wipes are used.
* For all other toy cleaning & disinfecting refer to Toy Cleaning and Disinfection Procedures for further guidance.

**Disinfecting using bleach and water solution and Lysol wipes:**

* Put on rubber or heavy-duty nitrile gloves and mask if staff has scent sensitivities
* Spray bleach and water solution and leave on the surface for the appropriate disinfecting contact time (**2 minutes**)
* Wipe with Lysol wipe and leave on the surface for the appropriate disinfecting contact time (**4 minutes**)
* Once the appropriate disinfecting contact time has elapsed, the surface has now been disinfected
* Any surface children may come in contact with requires a final rinse with a single-use paper towel (i.e. lunch tables, floor, toy shelves)
* If the surface continues to be wet, you may wipe it dry with a single-use paper towel

**Cleaning and Disinfection frequency requirements**

*Clean and disinfect upon ENTRY to child care (for staff):*

* Any hard surfaces such as water bottles, travel mugs, cell phones, lunch containers

*Clean and disinfect upon children's ENTRY to child care***:**

* Any hard surfaces such as water bottles, containers, sunscreen bottles, etc.

*Clean and disinfect frequencies for other surfaces and items:*

Cleaning and disinfecting routines must be increased as the risk of environmental contamination is higher:

* Tables and countertops: used for food preparation and food service must be cleaned and disinfected before and after each use
* Spills:must be cleaned and disinfected immediately
* Handwash sinks**:** staff and children washroom areas must be cleaned and disinfected at least two times per day and as often as necessary (e.g., when visibly dirty or contaminated with body fluids).
* Floors: cleaning and disinfecting must be performed as required, i.e., when spills occur, and throughout the day when rooms are available, i.e., during outdoor play
* Floor Mats: cleaning and disinfecting must be performed throughout the day, and at a minimum of once daily
* Outdoor play equipment: must be disinfected daily with bleach and water
* High‐touch surfaces:any surfaces at your location that has frequent contact with hands (e.g., light switches, shelving, containers, hand rails, door knobs, sinks toilets etc.) These surfaces should be cleaned at least once per day and as often as necessary (e.g., when visibly dirty or contaminated with body fluids)
* Other shared items: e.g., phones, IPADs, attendance binders etc., these must be disinfected daily

*Clean and disinfect daily:*

* *Low‐touch surfaces*: any surfaces that has minimal contact with hands, must be cleaned and disinfected weekly (e.g. Window ledges, doors, cubbies, sides of furnishings etc.)

*Clean and disinfect as required:*

Blood/Bodily Fluid Spills: Using the steps below, the surface must be cleaned first then disinfected:

1. Isolate the area around the spill so that no other objects/humans can be contaminated
2. Gather all supplies, perform hand hygiene, then put on single-use nitrile gloves
3. Scoop up the fluid with disposable paper towels (check the surrounding area for splash/splatter) and dispose of in separate garbage bag
4. Clean the spill area with detergent, warm water and single-use towels
5. Rinse to remove detergent residue with clean water and single-use towel
6. Discard used paper towels and gloves immediately in a tied plastic bag
7. Spray bleach and water around the spill area and allow the appropriate **2 minutes** disinfecting contact time
8. A final rinse is required if children come into contact with the area
9. Remove gloves as directed and discard them immediately
10. Perform hand hygiene as directed

**Notes:**

If the spill includes broken glass, ensure a brush and dustpan is used to pick it up and discard. Disinfect the brush and dustpan after use. **NEVER** use your hands to clean up the glass

If the spill occurs on a carpet, follow the above steps along with professional steam/wet cleaning the carpet.

Please refer to the TPH, 'Blood and Bodily Fluid Spills' poster for further guidance.

*Cot cleaning and disinfecting:*

* Cots must be labelled and assigned/designated to a single child per use
* Cots must be cleaned and disinfected before being assigned to a child
* Bedding must be laundered weekly on the "hot" setting, and when soiled or wet

**Additional Infection Prevention and Control Practices for Hygiene Items**

* Label individual hygiene items
* For creams and lotions during diapering, never put hands directly into lotion or cream bottles, use a tissue or single-use gloves. Upon arrival to the centre, wipe the cream/lotion container with a disinfecting wipe

**Toy Cleaning and Disinfecting**

Toys and play based learning are an integral part of childcare. Toys, however, can also be an excellent vehicle for the spread of infectious diseases. Staff must ensure the following procedures are followed to reduce the risk of disease transmission among children when playing with toys:

**Toy Materials**

* Toys must be nonporous and able to withstand rigorous cleaning and repeated exposure to disinfectants
* Toys that are mouthed or contaminated by body secretions shall be removed and cleaned and disinfected immediately
* If sensory materials (e.g., playdough, water, sand, etc.) are offered, they will be provided for daily use and disposed at the end of the day. Sensory bins will be sanitized with bleach and water

### Toy Cleaning and Disinfection

* When cleaning and disinfecting toys you must wear the appropriate personal protective equipment (PPE):
	+ When mixing bleach and water: rubber gloves,
	+ When cleaning and disinfecting: rubber gloves and mask (if you have scent sensitivities)
* All toys must be cleaned daily in the dishwasher
* Toys must be inspected for damage, cracked or broken parts, as these may compromise cleaning. Any toy that is found to be damaged, cracked or broken should be discarded
* Outdoor Play Equipment should be included in disinfection daily

## Toy Cleaning and Disinfecting Routine

**Toy Washing Procedures- Using the Dishwasher**

If using the dishwasher for toy washing you must ensure the following:

* The rinse cycle must meet a minimum of 82 degrees Celsius
* Only use the dishwasher when it is not being used for any other purposes (i.e. washing dishes, food preparation, serving)
* Toys are placed evenly on the dishwashing racks and are an appropriate size to ensure they will not fall into the basin
* Toys are removed carefully once the wash cycle is complete as they may be hot or contain hot water
* Toys are air dried

*How to wash:*

1. Perform hand hygiene, then put on gloves (see Hand Hygiene Procedure for glove use)
2. Place toys in the dishwasher rack ensuring they are evenly distributed and will not fall through the dishwasher rack
3. Run a normal cycle- to ensure the toys are properly sanitized, the rinse cycle temperature must be at a minimum of 82°C
4. When the full cycle is complete, carefully remove the dishwasher rack from the dishwasher.
5. Toys are air dried
6. Place the dry toys in clean, disinfected basins to be brought back to the rooms.

**Exclusion of Sick Children Policy and Procedures**

As required by the Child Care and Early Years Act, the Centre must separate children of ill health and contact parents/guardians to take the child home.

*When children are ill and/or exhibit COVID-19 related symptoms, child care staff will ensure the following:*

* Ill children will be separated from all other children to the designated exclusion room or area and will be supervised and monitored by a staff until they are picked up from care by a parent/guardian. *How to exclude* steps below must be followed.
* If a separate room is unavailable then the sick child should be seated at least 2m from any other individual in the room.
* Symptoms of illness will be recorded in the child's daily record and in a daily log
* The parent/guardian of the ill child will be notified of the child's symptoms and of the need to pick the child up immediately; or
* If it appears that the child requires immediate medical attention, the child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner or a nurse registered under the Health Disciplines Act. R.R.O. 1990, Reg. 262, s. 34 (3).

If you suspect a child has symptoms of a reportable communicable disease, please report these immediately to TPH's Communicable Disease Surveillance Unit (416-392-2489).

**Surveillance**

Ensuring that all environmental conditions are constantly monitored is essential in prevention and reducing illness. Staff must monitor for an increase in above normal amount of illnesses among other staff and children by looking at the normal occurrence of illness at that location and during the specific time period.

*Ensure surveillance includes the following:*

* Observe children for illness upon arrival (screening procedure in place for the Centre)
* Record symptoms of illness for each child including signs or complaints the child may describe (e.g., sore throat, stomach ache, head ache etc.)
* Record the date and time that the symptoms occur
* Record the room the child attends (e.g., room number)
* Record attendances and absences

This policy will be reviewed by the licensee on an annual basis and or when any changes are made.  All staff, students or volunteers will review the policy prior to commencement of employment or educational placement, annually thereafter or when changes are made.  A record of this review will be dated and signed by the staff member, student or volunteer and the person who is conducting the review.  This record will be kept for 3 years.